

Business Process Reengineering Workgroup

August 25, 2005

Members:

Farley Beaton (co-chair)	Paul Lubic
Dave Burhop (co-chair)	Rod Willett
Vickie Gephart	Jan Fatouros
Virgil Kopf	Harry Sutton

Meeting Time:

- ✓ Normally meet every other Thursday afternoon
- ✓ Next meeting is September 6, 2005 at 3:30 p.m
- ✓ New members are welcomed and encouraged!

Upcoming Survey:

- ✓ The Workgroup has developed an on-line survey tool that will solicit input from various citizen groups on business processes that can be improved.
 - Target audience for this survey is limited to established Internet users
 - Survey instrument will identify respondent categories (new businesses, citizens, etc.)
 - Survey questions will focus on areas where respondent believes the services provided by state government can be improved
 - Citizen input will assist workgroup in identifying target business processes that are visible to our customers and have the potential for improvement
- ✓ Plan is to have survey available as a link from several agency Web sites by October 1.
 - Survey questions are being finalized
 - Pilot agencies are being identified
 - Expect to submit for CIO approval by mid-September

Other Activities:

- ✓ Developed a list of potentially transferable technology solutions that may offer business process improvements in a few known problem areas
- ✓ Continue analysis of EBA documentation to identify process improvement targets